Our teams rally for Relay

WBHHS teams raised almost $3000 to support cancer patients as they wrapped up another annual Relay for Life campaign in Bundaberg over the weekend.

Through cupcake and raffle ticket sales before the event, plus extra fundraisers on the day, the Kraken and Pirates of the Caribbean teams finished the overnight walking fundraiser weary but well rewarded for their efforts.

Jenny Lunney, captain of the Bundaberg Cancer Care Centre's Kraken team, said it had been a huge effort from all members to help with fundraising and walk in shifts from Saturday afternoon through to Sunday morning.

WBHH Board Chair Peta Jamieson and WBHHS Executives Adrian Pennington and Scott McConnel also popped along to support the teams.

“It was a really special experience to share the walking track with people who had very close connections to cancer survivors, people still undergoing treatment or loved ones lost to the disease,” Jenny said.

“One of the fundraisers we did for the event was the sale of bracelets and beads, so that walkers could add a bead for each lap they completed. As we got to know our regulars, we had the chance to talk to them and hear about the reasons they were doing Relay.”

Pirates team captain Norma Frost joined team member and Cancer Care Operations Director Ray Johnson in promoting BreastScreen services, while oncologist Dr Craig Mulhall addressed the audience for the afternoon and morning ceremonies.

“Relay for Life is an opportunity for us to help our partners, Cancer Council Queensland, to support cancer patients and their families in a variety of meaningful ways,” Ray said.

“It’s also a good chance for us to remind people to be pro-active in getting checked for any early signs of the disease, and to make sure our community understands the wide variety of services now available to them. It was once again a privilege to be part of Relay for Life and we’ll definitely be back in 2018.”

The Hervey Bay event is on October 28-29.

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Cyclone Debbie service marked

WIDE Bay Hospital and Health Service’s Dr Anna Hunt and Senior Psychologist Dan Banos have been recognised for their efforts to assist victims of Tropical Cyclone Debbie.

The two staff members headed north in the aftermath of TC Debbie to offer their expertise to the many Central Queensland residents in need.

Earlier this month, WBHHS hosted a couple of ceremonies to present Dan and Anna with Certificates of Appreciation from Queensland’s Chief Health Officer.

It’s always great to hear stories about our staff giving to those in need. If you’re aware of someone who has done so, please let the Wave team know.

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What’s Inside

- More Relay pics
- Kristina gives to Myanmar
- How Revenue plays a role
- All smiles for oral health
- 60 Seconds: Jennifer Carlyon
More pictures from Bundy Relay for Life
Kristina finds joy of helping in Myanmar

MARYBOROUGH Hospital
Gastroenterological Nurse Kristina Dodd has returned from a trip to Myanmar where she helped trained the country’s nurses in her specialty.

The Gastroenterological Nurses College of Australia (GENCA) chose Myanmar for its fifth training program, after previously running them in locations such as East Timor and the Solomon Islands.

Kristina was inspired to take part in the program after undergoing her own battle with bowel cancer.

“That was a pivotal point of thinking of what is my life all about and that there has to be more than getting up every day to go to work,” Kristina said.

After considering volunteer work on hospital ships that treat patients from African countries, she settled on taking part in the GENCA program, which saw the Myanmar government facilitate training sessions with nurses and doctors from all over the country.

“These countries operate with limited resources so we were teaching standards – cleaning standards, practising standards and safety standards – that they were lacking education on,” Kristina said.

The willingness and enthusiasm that the Myanmar clinicians had for learning was a highlight of the trip.

“The older nurses were a little standoffish when we first got there, but you could tell at the end that they were happy to learn and change practices because they could understand why we wanted to teach this way,” Kristina said.

She encouraged all staff from WBHHS to consider giving their expertise and time to volunteer work in developing countries.

“It is so rewarding. That’s a cliché, but it’s the fundamental of what we do as health professionals – we help people,” Kristina said.

Time running out to have a say on your workplace

DON’T miss out! There are only five days left to have your say in the Working for Queensland survey.

Your feedback is what drives change, so we need you to tell us what’s important to you.

So far 19% of our employees have completed the survey, so we’ve still got work to do to improve on last year’s result of 30%.

Working for Queensland asks you to evaluate your satisfaction with:

• your workgroup and workplace
• your managers
• your work arrangements.

You can complete the online survey here.

WBHHS’s QHEPS page has more information on Working for Queensland; alternatively you can contact the Survey Coordinator on 4325 6183.
THERE’S a small group of people sitting within WBHHS’s Business and Finance team, and – while many may not know it – they bring in millions of dollars each year to fund extra equipment and resources for our hospitals.

They’re the Revenue team, led by Paul Hedges in Bundaberg and Matt Hancock on the Fraser Coast, and their work applies to patients such as those who are privately insured, who have Defence cards, or who are being treated under WorkCover or third-party claims.

“Through our Patient Options Liaison Officer (POLO), patients can elect to use their private cover,” Paul explained.

“If they do, that information goes to the coding team and on to us, and we liaise with the relevant body, such as their insurance company or WorkCover, for instance.

“And that helps us to bring in an alternative source of revenue outside what we get from State and Commonwealth governments for Activity-Based Funding.”

Private patients using their health insurance when being treated at public hospitals account for about 35% of Queensland Health’s annual outpatient activity and 10% of acute inpatient activity, and they generate about $27 million worth of revenue for WBHHS alone.

That money is then reinvested directly back into Wide Bay public health services.

“As a health service, our collective job is to provide the best possible care for our community,” Paul said.

“Everyone’s responsible for that, whether you’re a clinician or a cleaner – we all need each other to do our jobs as effectively as possible.

“Our role is to explore ways we can bring in extra revenue to ultimately help our clinical teams to improve patient care.

“Given tightening financial pressures nationwide and the complex web of funding arrangements in health, it’s important we maximise revenue from all sources – which means the role the Revenue team plays will keep getting more important as time goes on.”

THE team at Biggenden Multipurpose Health Service has welcomed the donation of a fluid warmer to benefit its patients.

The $2200 fluid warmer was donated by the Bendigo Bank’s Gin Gin Community Bank branch and the Biggenden Hospital Auxiliary.

Biggenden Director of Nursing Heather Mackellar said the machine intravenously warmed fluids to aid patients who might already be hypothermic as a result of a medical condition or trauma.

“We’re really grateful to the Gin Gin Community Bank branch for their donation of $2000 to help us purchase this fluid warmer, and to the auxiliary for putting in the last $200,” she said.

“As a small rural facility, it always means a lot to us have this support from our community. We know this equipment will make a difference to our patients.”

A warm thanks from Biggenden

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Improving health, together
All smiles as oral health forges ahead

OUR oral health teams had plenty to celebrate during Dental Health Week (August 6-12) after financial year data revealed an increase of 10,000 appointments across the region.

In total the WBHHS’s Oral Health team delivered more than 89,000 dental appointments in 2016-17, which equated to the local service exceeding its activity target by 9%.

“It’s really great that during Dental Health Week we can look back at our recent achievements as an Oral Health team and see how patients are benefiting across the region,” WBHHS Oral Health Operations Director Leanne Williams said.

“All Wide Bay patients across the general and emergency dental lists are now being seen within their recommended two-year wait, which is a huge achievement when you consider only four years ago we had waits of up to 11 years for a general dental appointment.”

There’s even more to celebrate, with the Oral Health teams increasingly completing more complex work and halving the denture waiting lists between January and June 2017.

“After reducing the general dental waiting list, we were then able to focus our existing and additional resources on our specialist waiting lists – ensuring more patients needing care were seen and treated in a timely manner,” Leanne said.

“This commitment has focused particularly on patients waiting for dentures, as this health service has the most patients requiring dentures in regional Queensland.

“That hard work by our Oral Health team has resulted in 1,470 people receiving their dentures, which has made a difference to each of their lives and is a significant achievement both by our team and the private dentists who have partnered with us to undertake the work.”

Leanne acknowledged there were still a number of patients on the waiting list for dentures and the focus over the next year would be to reduce those numbers as far as possible.

Bundaberg breastfeeding seminars have wide appeal

THE Bundaberg Hospital Family unit recently hosted well-attended seminars on Breastfeeding and the Preterm Infant.

Guest speaker Katie James, who is the Education Manager of Medela, addressed 36 midwives, nurses and medical staff from not only Bundaberg, but also Gympie and Hervey Bay.

With two sessions to choose from, attendees heard about evidence-based topics including:

- Early start for establishing milk volumes
- The value of human milk in the Special Care Nursery (SCN)

There were also practical sessions and a great morning tea and supper. The BFU would like to thank Linda Thomasson for her hard work in bringing the seminar to fruition.
Integrated care focus

THE Asia Pacific Conference on Integrated Care will be held at the Brisbane Convention and Exhibition Centre from November 6-8, bringing together researchers, clinicians, managers and consumers to learn about innovations and best practice standards in integrated care, and the design and delivery of services.

Tickets are limited and registration prior to September 1 will attract the early bird rate. For more information about keynote speakers and conference details, visit the website.

Joke of the day

A PROCTOLOGIST had been successfully practising for 20 years, but decided to fulfil his real dream and become an auto mechanic.

Having entered mechanic school, he was confused at receiving 200% on his first test and asked the teacher why his score was so high.

“Well,” said the teacher, “the first part was taking the engine apart and you did that perfectly, so you got 50%. The second was to put it back together again and you did it perfectly and got another 50%.

“The other 100% was for doing it through the tailpipe.”

What’s On


September 1: Start of Prostate Cancer Awareness Month and Dementia Awareness Month.